

Untitled

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*****
*** Function Name : gfCONFScript
*** Parameter(s) : None
*** Return Value : None
**
**      Comments : This function creates the CONF script for calling the customer
**
** Revision History
** Date      Description
** =====
===
** 03/16/00  Initial writing.
**
*****
***
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function gfconfscript

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if SummaryDetail.TranType = '7'
    lcReturnValue = 'IN-TOWN RESERVATION: Reservation management should assign to a dealer or center. '
    lcReturnValue = lcReturnValue + 'That location should call customer to confirm and scheduling.'

else
    ** Martha changed 10/31/00 per Bruce.
    do case
        ** Marcin added altscript 7-17-02 per Bruce
        case glAltScript = .t.
            lcReturnValue = 'This is ____ from the U-Haul regional office
in ' + gmcocityst + ' . I am calling to confirm the reservation of '
            lcReturnValue = lcReturnValue + alltrim(SummaryDetail.customer) + ', for the following U-Haul Equipment; '
            lcReturnValue = lcReturnValue + gfscriptEquip() + ' '
            lcReturnValue = lcReturnValue + ' on ' + CDOW(SummaryDetail.pickdt) + ', ' + cmonth(SummaryDetail.pickdt) + ' ' + str(day(SummaryDetail.pickdt), 2,0)
            lcReturnValue = lcReturnValue + ' from ' + iif(str(SummaryDetail.PickCode,6,0) = gcMCO+'008', alltrim(SummaryDetail.o_mco_city) + ', ' + SummaryDetail.o_mco_st, ALLTRIM(SummaryDetail.pickupcityandstate) )
            lcReturnValue = lcReturnValue + ' to ' + iif(upper(alltrim(SummaryDetail.Dest)) = 'IN-TOWN', 'IN-TOWN', alltrim(SummaryDetail.Dest)) + ' .'
            lcReturnValue = lcReturnValue + ' Someone from U-Haul will call you before 5PM on the day before your reservation. Equipment is in'
            lcReturnValue = lcReturnValue + ' high demand for your move date and we are asking for your patience as we work to fill your reservation'
            lcReturnValue = lcReturnValue + ' with incoming equipment. Please be advised that you may have to travel to pick up your equipment,'
            lcReturnValue = lcReturnValue + ' but if you work with us, we will get you moved. If your plans change, please'
            lcReturnValue = lcReturnValue + ' contact ____ at ' + gmcophone + '. Thanks for choosing U-Haul.'

        case SummaryDetail.pickdt = date() and str(SummaryDetail.PickCode,6,0) <> gcMCO+'008' and UPPER(SummaryDetail.Filled) = 'YES'
            lcReturnValue = 'This is a One-Way reservation for pick up TODAY. '
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        Untitled
        lcReturnValue = lcReturnValue + ' Our customer has requested
to pick up a '
        lcReturnValue = lcReturnValue + gfscriptEquip() + ' '
        lcReturnValue = lcReturnValue + ' in ' + iif(str(SummaryData
il.PickCode,6,0) = gcMCO+'008', alltrim(SummaryDetail.o_mco_city) + ', ' + SummaryDe
tail.o_mco_st,ALLTRIM(SummaryDetail.pickupcityandstate) ) + '.' '
        lcReturnValue = lcReturnValue + 'Someone has already assigne
d this reservation to dealer '
        lcReturnValue = lcReturnValue + ' ' + str(SummaryDetail.Pic
kCode,6,0) + ' ' + gfLookupDealer(SummaryDetail.PickCode)
        lcReturnValue = lcReturnValue + ' and marked the reservation
as "Covered & Scheduled".'
        lcReturnValue = lcReturnValue + ' Select "Assigned" from the
list below. No other action is required.'

        '
        case SummaryDetail.pickdt = date() and str(SummaryDetail.PickCode,6,
0) <> gcMCO+'008' and UPPER(SummaryDetail.Filled) = 'NO '
        lcReturnValue = 'This is a One-Way reservation for pick up T
ODAY. '
        lcReturnValue = lcReturnValue + ' Our customer has requested
to pick up a '
        lcReturnValue = lcReturnValue + gfscriptEquip() + ' '
        lcReturnValue = lcReturnValue + ' in ' + iif(str(SummaryData
il.PickCode,6,0) = gcMCO+'008', alltrim(SummaryDetail.o_mco_city) + ', ' + SummaryDe
tail.o_mco_st,ALLTRIM(SummaryDetail.pickupcityandstate) ) + '.' '
        lcReturnValue = lcReturnValue + 'Someone has already assigne
d this reservation to ' + str(pickcode,6,0)
        lcReturnValue = lcReturnValue + ' but this reservation is n
ot "Covered & Scheduled".'
        lcReturnValue = lcReturnValue + ' Verify ' + alltrim(gfLook
upDealer(SummaryDetail.PickCode)) + ' has the equipment and that the customer is sch
eduled.'
        lcReturnValue = lcReturnValue + ' Then, Select "Assigned" fr
om the list below and update the reservation.'

        case SummaryDetail.pickdt = date()
        lcReturnValue = 'This is a One-Way reservation for pick up T
ODAY. '
        lcReturnValue = lcReturnValue + ' Our customer has requested
to pick up a '
        lcReturnValue = lcReturnValue + gfscriptEquip() + ' '
        lcReturnValue = lcReturnValue + ' in ' + iif(str(SummaryData
il.PickCode,6,0) = gcMCO+'008', alltrim(SummaryDetail.o_mco_city) + ', ' + SummaryDe
tail.o_mco_st,ALLTRIM(SummaryDetail.pickupcityandstate) ) + '.' '
        lcReturnValue = lcReturnValue + ' Assign this reservation to
a center or dealer for scheduling with the customer.'

        case SummaryDetail.pickdt = date() + 1 and str(SummaryDetail.PickCod
e,6,0) <> gcMCO+'008' and UPPER(SummaryDetail.Filled) = 'YES'
        lcReturnValue = 'This is a One-Way reservation for pick up T
OMORROW. Our customer has requested to pick up a '
        lcReturnValue = lcReturnValue + gfscriptEquip() + ' '
        lcReturnValue = lcReturnValue + ' in ' + iif(str(SummaryData
il.PickCode,6,0) = gcMCO+'008', alltrim(SummaryDetail.o_mco_city) + ', ' + SummaryDe
tail.o_mco_st,ALLTRIM(SummaryDetail.pickupcityandstate) )
        lcReturnValue = lcReturnValue + '. Someone has already assig
ned this reservation to dealer '
        lcReturnValue = lcReturnValue + ' ' + str(SummaryDetail.Pic

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        Untitled
kCode,6,0) + ' ' + gfLookupDealer(SummaryDetail.PickCode)
        lcReturnValue = lcReturnValue + ' and marked the reservation
as "Covered & Scheduled".'
        lcReturnValue = lcReturnValue + ' Select "Assigned" from the
list below. No other action is required.'

        case SummaryDetail.pickdt = date() + 1
            lcReturnValue = 'This is ____ from the U-Haul regional office
in ' + gmcocityst + ' . I am calling to confirm the reservation for pick up tomorrow
for '
            lcReturnValue = lcReturnValue + alltrim(summaryDetail.customer) + ', for the following U-Haul Equipment '
            lcReturnValue = lcReturnValue + gfscripEquip() + ' '
            lcReturnValue = lcReturnValue + ' from ' + iif(str(SummaryDetail.PickCode,6,0) = gcMCO+'008', alltrim(SummaryDetail.o_mco_city) + ', ' + Summary
Detail.o_mco_st,ALLTRIM(SummaryDetail.pickupcityandstate) )
            lcReturnValue = lcReturnValue + ' to ' + iif(upper(alltrim(SummaryDetail.Dest)) = 'IN-TOWN', 'IN-TOWN', alltrim(SummaryDetail.Dest)) + ' .'
            lcReturnValue = lcReturnValue + 'We are locating the equipment that you have requested and someone from U-Haul '
            lcReturnValue = lcReturnValue + ' will call you before 7PM today to schedule your pick up time and location. '
            lcReturnValue = lcReturnValue + ' If your plans change, contact ____ at ' + gmcophone + ' .'
            lcReturnValue = lcReturnValue + ' Thanks for choosing U-Haul
.'

        otherwise
            ** Marcin changed script 7-17-02
            lcReturnValue = 'This is ____ from the U-Haul regional office
in ' + gmcocityst + ' . I am calling to confirm the reservation of '
            lcReturnValue = lcReturnValue + alltrim(summaryDetail.customer) + ', for the following U-Haul Equipment '
            lcReturnValue = lcReturnValue + gfscripEquip() + ' '
            lcReturnValue = lcReturnValue + ' on ' + CDOW(SummaryDetail.
pickdt) + ', ' + cmonth(SummaryDetail.pickdt) + ' ' + str(day(SummaryDetail.pickdt),2,0)
            lcReturnValue = lcReturnValue + ' from ' + iif(str(SummaryDetail.PickCode,6,0) = gcMCO+'008', alltrim(SummaryDetail.o_mco_city) + ', ' + Summary
Detail.o_mco_st,ALLTRIM(SummaryDetail.pickupcityandstate) )
            lcReturnValue = lcReturnValue + ' to ' + iif(upper(alltrim(SummaryDetail.Dest)) = 'IN-TOWN', 'IN-TOWN', alltrim(SummaryDetail.Dest)) + ' .'
            lcReturnValue = lcReturnValue + ' Someone from U-Haul will call you before 5PM on the day before your reservation to schedule '
            lcReturnValue = lcReturnValue + ' pick up time and location. '
            If your plans change, contact ____ at ' + gmcophone + ' .'
            lcReturnValue = lcReturnValue + ' Thanks for choosing U-Haul
.'

        endcase

endif
return lcReturnValue

```